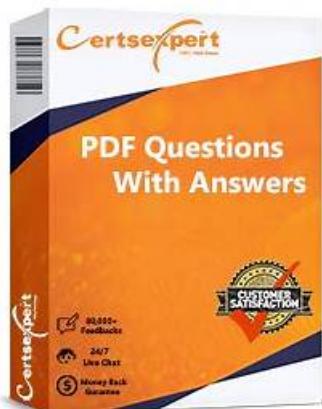


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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Prompt Engineering: This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Agentforce Concepts: This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Agentforce and Sales Cloud: This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Agentforce and Service Cloud: This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.</li></ul>

## Salesforce Certified Agentforce Specialist Sample Questions (Q212-Q217):

### NEW QUESTION # 212

Universal Containers aims to streamline the sales team's daily tasks by using AI.

When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI-generated time-to close estimation to opportunities
- B. Populate an AI generated summary field for sales contracts.**
- C. Populate an AI generated lead score for new leads.

### Answer: B

Explanation:

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

Reference:

Salesforce Help Article: Create AI-Generated Fields with Prompt Builder ("Summary Field Generation" example).

Einstein GPT for Sales Guide: "Automating Contract Summaries."

### NEW QUESTION # 213

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

- \* Retrieve proprietary policy documents that are stored as PDFs.
- \* Ensure responses are grounded in approved company data, not generic LLM knowledge. What should UC do first?

- A. Add the files to the content, and then select the data library option.
- B. Set up an Agentforce Data Library for AI retrieval of policy documents.**
- C. Expand the AI agent's scope to search all Salesforce records.

### Answer: B

#### Explanation:

To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point.

A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

\* Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

\* Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.

\* Option A: This is the foundational step-creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

:

Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_data\\_library.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5))

Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_agentforce.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5))

## NEW QUESTION # 214

Universal Containers recently added a custom flow for processing returns and created a new Agent Action.

Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

- A. Recreate the flow using the Agentforce agent user.
- B. Assign the Manage Users permission to the Agentforce Agent user.
- **C. Assign the Run Flows permission to the Agentforce Agent user.**

#### Answer: C

#### Explanation:

##### Comprehensive and Detailed In-Depth Explanation:

UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let's assess the options.

\* Option A: Recreate the flow using the Agentforce agent user. Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn't the flow's creation context but its execution permissions. This option is impractical and incorrect.

\* Option B: Assign the Manage Users permission to the Agentforce Agent user. The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent's needs, making it incorrect.

\* Option C: Assign the Run Flows permission to the Agentforce Agent user. The Agentforce Service Agent operates under a dedicated system user (e.g., "Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce's security model and Agentforce setup requirements. This is the correct answer.

Why Option C is Correct:

Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring the Service Agent can process returns as intended.

#### References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions- Requires "Run Flows" for flow- based actions.

Trailhead: Set Up Agentforce Service Agents- Lists "Run Flows" in agent user permissions.

Salesforce Help: Agentforce Security > Permissions- Confirms flow execution needs.

## NEW QUESTION # 215

Universal Containers (UC) has a library of custom-built personalized investment portfolio APIs, and is planning to extend it to agents.

Which method should UC's agent choose to dynamically use the best API service?

- A. Model Context Protocol (MCP) server support
- B. MuleSoft connector for custom hosted processes
- C. Agent-to-Agent (A2A) protocol support

**Answer: A**

Explanation:

The most appropriate and advanced method for an Agentforce agent to dynamically select and use the best API service from a library of custom-built APIs is through Model Context Protocol (MCP) server support (B).

The Model Context Protocol (MCP) is an open standard specifically designed to standardize how AI agents and Large Language Models (LLMs) interact with external tools, systems, and data sources (like custom APIs). An external system, such as a server hosting UC's custom portfolio APIs, can be exposed as an MCP Server. This server provides rich, standardized, human-readable metadata about its "tools" (the APIs it offers).

The Agentforce Atlas Reasoning Engine can interpret this metadata to understand the function of each API, the required inputs, and the expected outputs. This allows the agent to dynamically discover, reason over, and select the most appropriate API to execute based on a user's request (e.g., "Show me the best-performing portfolio" vs. "Adjust my risk tolerance").

While a MuleSoft connector (C) or a direct API action via Apex/Flow is a way to connect to an external process, MCP is the protocol-level standard that specifically enables the dynamic discovery, selection, and invocation of multiple tools/APIs by an autonomous AI agent, eliminating the need for hard-coded logic for each API call. Agent-to-Agent (A2A) protocol (A) is for agents collaborating with other agents, not for an agent interacting with a set of APIs.

Simulated Extract of AgentForce documents (Conceptual Reference):

"For Agentforce to intelligently and autonomously interact with external, custom-built API services, the system must be configured to utilize Model Context Protocol (MCP). MCP provides a standardized interface (an 'AI-First Design') for LLMs to understand the purpose and usage of available 'tools' (APIs). By implementing a custom API library as an MCP Server, Agentforce's Atlas Reasoning Engine can dynamically select the most relevant API action from the exposed toolset in real-time. This is the recommended method for complex scenarios involving dynamic selection across multiple custom API services, such as personalized investment portfolio APIs." Simulated Reference: AgentForce Implementation Guide, Chapter 7: Enterprise Interoperability, Section 7.3:

Model Context Protocol (MCP), p. 185.

## NEW QUESTION # 216

Choose 1 option.

An Agentforce Specialist needs to create a prompt template that extracts the customer's name, phone number, and case number from a block of text, and nothing else.

How should the Agentforce Specialist structure the prompt to ensure the large language model (LLM) doesn't include extra conversation or text?

- A. Ensure in the prompt that the LLM has been told to only use name value pairs in the response.
- B. Use well-defined output instructions and provide desired output examples.
- C. Ask the LLM to extract and only output the important information in the text.

**Answer: B**

Explanation:

According to the official AgentForce Prompt Template Design Guide, when extracting specific data such as customer name, phone number, and case number from unstructured text, the best practice is to use well-defined output instructions and examples. The documentation specifies: "To ensure the LLM produces consistent and precise outputs, prompts must include explicit output formatting instructions and examples that demonstrate the desired structure." AgentForce guidance emphasizes structured output control to prevent the LLM from adding conversational or extraneous text. It states: "Always define your output schema clearly - for example, specify JSON or key-value pairs - and provide one or more examples of what the model should return. This ensures the model responds only with structured data and not natural language." Option A ("Ask the LLM to extract and only output important information") is too vague and can still produce variable or verbose responses. Option C ("Ensure the LLM has been told to only use name value pairs") is partially correct but incomplete without clear formatting and example output. Therefore, Option B is the correct choice as it aligns with AgentForce's documented standards for prompt accuracy and reliability.

References (AgentForce Documents / Study Guide):

## NEW QUESTION # 217

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